

PROJECT OVERSIGHT REPORT

Washington's Interactive Licensing Database Project
Department of Fish and Wildlife

Report as of Date:
November 2001

Project Director: Dick Stone (acting)
MOSTD Staff: David Koch

Executive Sponsor: Jim Lux

Description: Washington's Interactive Licensing Database Project (WILD) automates the sale of hunting and fishing licenses and improves data management in the Department of Fish and Wildlife (DFW). It uses existing commercial technology to provide WILD terminals for hunting and fishing license dealers, along with collecting license sales and data over the telephone and the Internet. The system enforces licensing rules (e.g., provides checks for multiple purchases and outstanding child support obligations), provides accurate, timely accounting and provides numerous accounting/tracking/management databases (users, harvests, education, and reporting). License sales information is updated daily to support revenue projections reporting.

Users of the system include all license dealers and recreational hunters and fishers. Statewide implementation of the system is a challenge due to the requirement to have retailers across the state sell licenses and to have all data received and stored at a central DFW location. The scope of the project causes the risk to remain slightly above average. Legislative and public visibility of this project is high.

Technology: The system consists of three components. The Point of Sale (POS) component has been deployed to DFW license dealers across the state. It consists of a small-footprint PC from Newbold Corp (specially designed for POS use), a 9-inch monochrome monitor, a thermal transfer paper printer, and a thermal transfer printer that prints on a plastic film material. The POS device connects to a central database over a toll-free network. The central database is housed in a secure location in Sacramento, California with a back-up operation in Phoenix, Arizona.

The telephone sales process uses a call-center with live operators. The operators use a modified version of the POS application to access the same central database. An Interactive Voice Response (IVR) system with live-operator backup is used for collecting Hunter Reports. An IVR solution for next year's Special Hunt Applications is in development.

The Internet sales component went into production in June. All elements of the license sales system are now available on the Internet. The Internet component has links to the DFW home page and other key Washington resources (e.g., Access Washington) as appropriate.

Life Cycle Stage: The project is in the production phase.

Budget: The WILD project has budgeted \$500,000 for hardware support. The systems integrator (MCI WorldCom) is responsible for the actual deployment and operation costs. These services will be paid for by revenue generated from transaction fees. Senate Bill 5020 authorized the use of transaction fees in 1999. The estimated value of the transaction fees over five years is \$10 million.

Status: During its January 27, 1999 meeting, the ISB approved the acquisition plan for the WILD project. At the February 16, 2000 ISB meeting, DFW briefed the ISB on details of its contract negotiations with MCI WorldCom. The Board supported the continuation of the project. The contract was signed by both DFW and MCI WorldCom and approved by the Office of Financial Management. The contract took effect April 3, 2000. The system is currently in production. POS devices have been installed at approximately 500 locations across the state.

As noted above, telephone sales using live operators have been available since March 1, 2001. Full production of Internet sales became available in mid-July, 2001.

There are a number of additional features that are currently in testing or development. These include restrictions of sales to individuals that have had their licenses revoked or suspended due to past fishing or hunting violations, provision of daily data feeds to DFW for reporting purposes, certain elements of performance reporting, and others.

Additional work is underway to improve system performance and the functionality of some of the existing application to improve customer service and fund accountability.

No payment has been made to MCI WorldCom up to this point, pending their development of the reporting capability to support the invoicing process.

DFW and MCI have identified six point of sale locations of the approximate six hundred statewide total locations where there have been performance issues that have affected user acceptance.

Recommendation: DIS recommends that DFW provide a project completion report to the Board pending final contract discussion with MCI WorldCom. Oversight will continue until the project completion report is provided to the ISB.